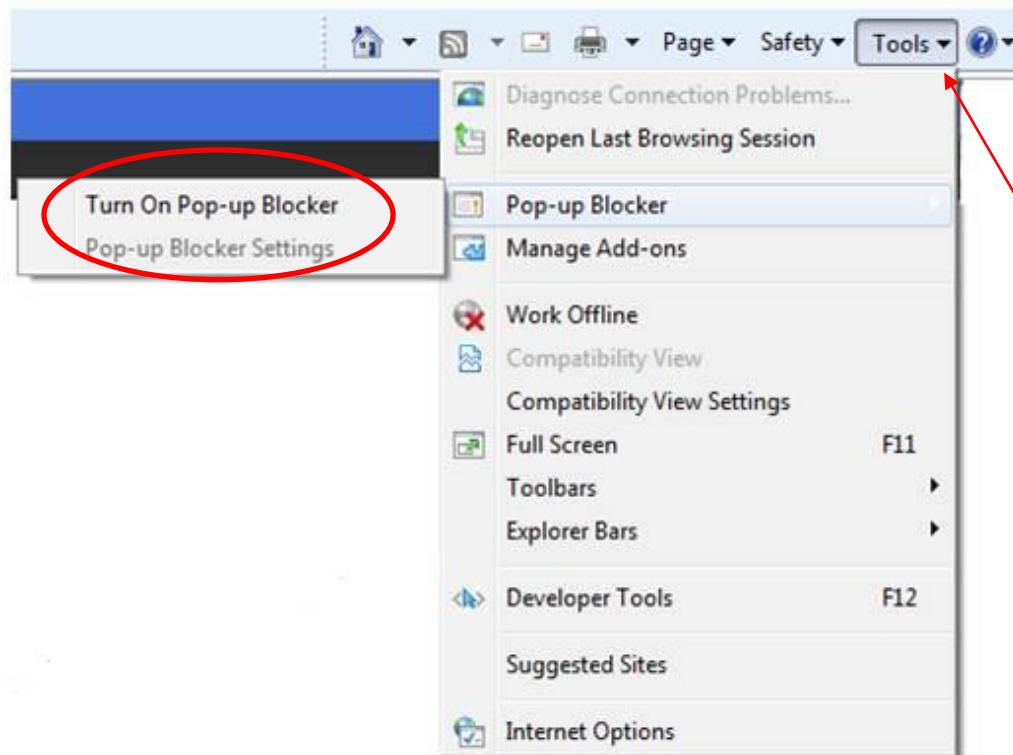# ELM FAQ's

1. **Question:**  What do I do if I am taking computer based training and the screen pops up blank?
   **Answer:**  Please be sure your Pup-up Blockers are disabled in the Tools menu of your web browser or you may need to update Adobe Flash by calling or submitting a ticket to IOT.



2. **Question:**  Why do I get a "not authorized" message when I log into PeopleSoft from the www.in.gov/spd/instep link?
   **Answer:**  You can bypass this error by logging directly into ELM at
   https://hr85.gmis.in.gov/lm90prd/signon.html

3. **Question:** I can't find the training I am looking for under My Learning. It shows I only have five (5) courses and I know I have more. How can I locate these courses?

   **Answer:** You can expand the My Learning section by selecting All My Learning under the My Learning Activities Box. Then select the View All option under the All Learning activities box. You can then sort by data/course title/or type of training.

4. **Question:** How do I check to see if I need to update my Adobe Flash player?
   **Answer:** Visit http://helpx.adobe.com/flash-player.html to check and then submit an IOT Ticket. An up-to-date Flash player is needed to ensure the entire computer based training launch and run smoothly. If you need to check what version of Flash you have on your PC you may go to Control Panel>All Control Panel Items>click on Flash Player then click on Advanced to show the version. The image below is showing version 11.9.
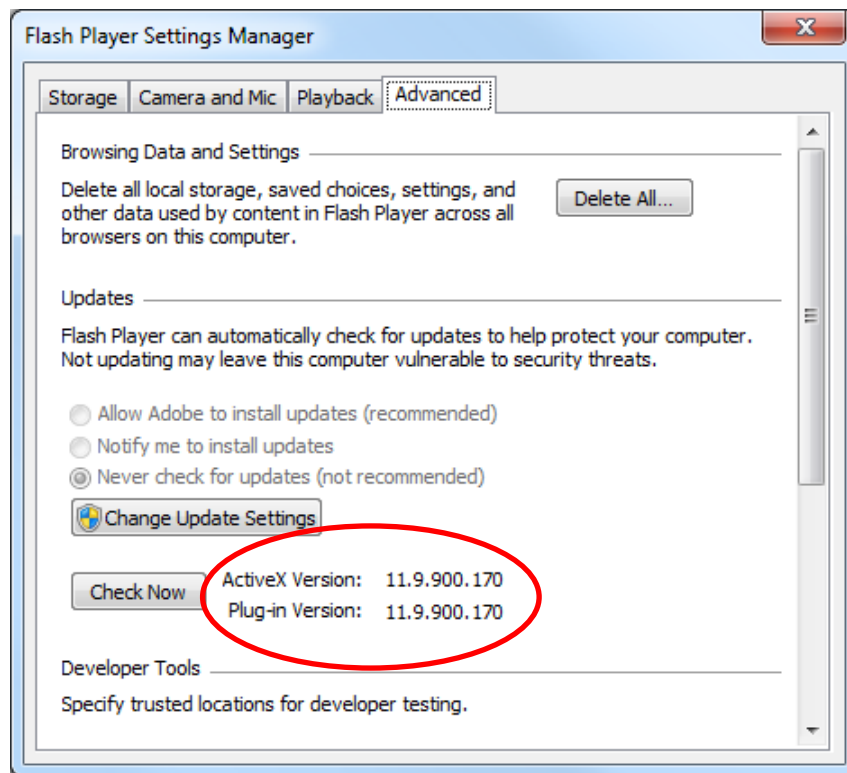


5. **Question:** I completed a course but its showing me as "in-progress"?
   **Answer:** ELM only refreshes three times per day. The course completion will not show until the next system refresh and can take up to 24 hours to update. If after that amount of time and you're still showing as in-progress, email SPD Training with your full name, PeopleSoft ID number and course(s) name and we can update it accordingly.

6. **Question:** I was told I needed to complete the Sexual Harassment Prevention online training. When I try to enroll, I am receiving a message stating that it is a duplicate enrollment and will not allow a launch?
   **Answer:** If you received any notice stating you need to complete this or any other specific training, you are already enrolled into the training and can take it at any time.

7. **Question:** Why are the gmis workflow notifications being sent to my personal email?

   **Answer:** PeopleSoft pulls the "preferred" email address from employee's records to notify them. Use this guide (link) to update your information in your PeopleSoft profile to list your state email address as the preferred email. **To update your email address in People Soft please log in using the following link:**

<div align="center">

[www.in.gov/spd/instep](http://www.in.gov/spd/instep)

</div>

**Choose Human Resources from the menu:**
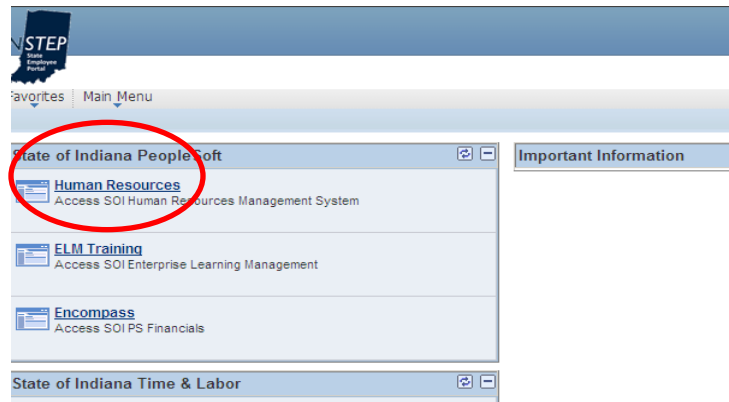


**Then from the Main Menu drop down choose My System Profile:**
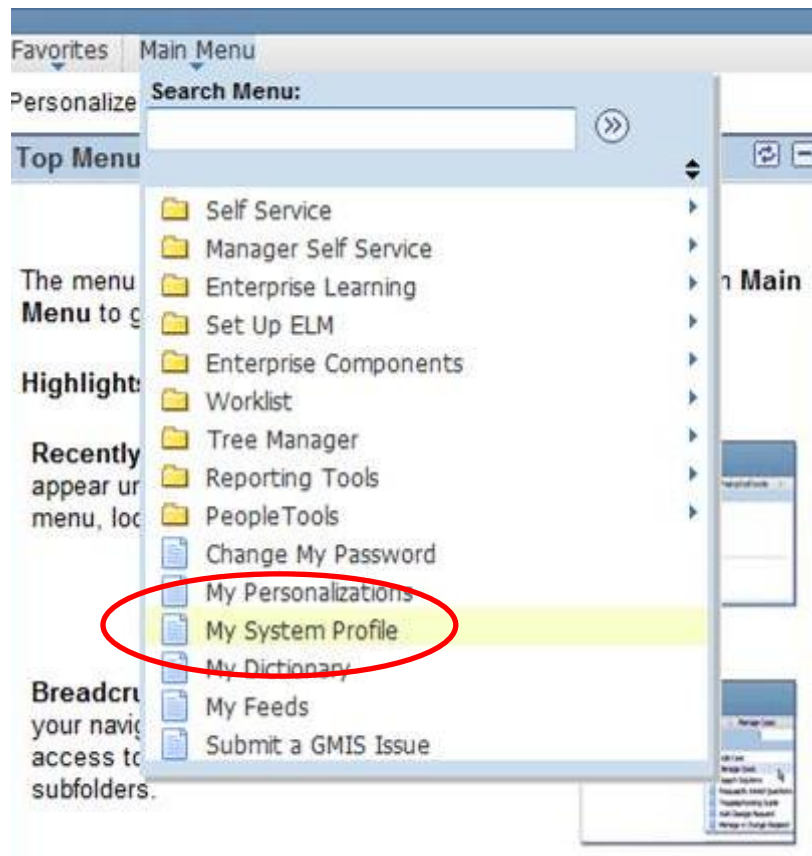
**Add your business email address under workflow attributes and check as your primary Email Account:**



8. **Question:** How do I submit an IOT ticket?

   **Answer:** Either call IOT Customer Service at (317) 234-HELP (4357) or (800) 382-1095 or click the HelpDesk Assistant icon on your desktop (see icon below).



HelpDesk
Assistant

9. **Question:** I received a workflow email to approve my employee for training and I receiving the following error when I click on the link provided in the email



   **Answer:** You will need to be logged into People soft before you click on the link in the body of the workflow email.

10. **Question:** I receive a Java Script error when clicking on the launch link for a CBT

    **Answer:** Please log into ELM and open the training using the web browser Internet Explorer.

**Core/Enhanced Manager Training**

1. **Question:** How do I print a certificate?

   **Answer**: ELM >Self Service>My Learning>All My Learning>View All>Core Supervisor Program. Click on enrollment options to the right of the Core Supervisor Training Program Certificate in the program, enroll and launch. Type your name and print.

To complete this section complete all activities.

| Section Activities | | | |
|---|---|---|---|
| Business Writing for Employees | Required | In-Progress | View Activity Progress |
| Handling Customer Complaints | Required | In-Progress | View Activity Progress |
| Problem Solving for Employees | Required | In-Progress | View Activity Progress |
| Customer Service Skills--How We Can All Improve | Required | In-Progress | View Activity Progress |
| The Power of Listening | Required | In-Progress | View Activity Progress |
| Teambuilding for All Employees | Required | In-Progress | View Activity Progress |
| Time Management Skills for Employees | Required | In-Progress | View Activity Progress |
| Identifying Customers' Needs | Required | In-Progress | View Activity Progress |
| Essential HR: For Those Who Have Recently Assumed HR Responsibilities | Required | In-Progress | View Activity Progress |
| Communicating Up - How to Talk to High-Level Management | Required | In-Progress | View Activity Progress |
| Workplace Security for Employees | Required | In-Progress | View Activity Progress |
| Diversity for All Employees | Required | In-Progress | View Activity Progress |
| Effective Communication for Employees | Required | In-Progress | View Activity Progress |

▽ SPD Training Program Certificate          Not Started          Hide Section Requirements

0 out of 1 needed activities have been completed for this section.

To complete this section complete all activities.

| Section Activities | | | |
|---|---|---|---|
| SPD Training Program Certificate | Required | Not Enrolled | View Enrollment Options |

| Attachments | |
|---|---|
| **Attached File** | **Description** |
| SPD_Field_Operations_Training_Plan.pdf | SPD Field Operations Training Plan |

2. **Question:** My training course keeps getting stuck and will not move forward

   **Answer:** This could be due to a few things; if you are logging into People soft to complete the training using the INSTEP link you could be timing out of the training. Please try to use this direct link to log into PS ELM to complete the trainings in the future https://hr85.gmis.in.gov/lm90prd/signon.html or this could be likely due to bandwidth and the internet connection at your location and please log in and complete the trainings at another time.  Please note; if you have always had issues with launching trainings or videos you will want to have an IT person makes sure your Adobe Flash player has the most recent version on your PC (see question 4 answer above).

3. **Question:** I am having trouble re-launching my course and I am seeing a Duplicate enrollment error

   **Answer:** All computer based trainings can be re-launched from the employees My Learning section. You do not need to re-enroll for the course again. Go to ELM >Self Service>My Learning>All My Learning>View All and find your course title and then hit the launch button to review the training course.